



*Embassy of the United States of America  
Kyiv, Ukraine*

## **JOB OPPORTUNITY ANNOUNCEMENT**

**# 036**

**Date: December 06, 2010**

**TO: ALL MISSION PERSONNEL**

**FROM: AMANDA JOHNSON-MILLER – ACTING HRO**

**SUBJECT: TEMPORARY EMBASSY TELEPHONE OPERATOR**

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

**POSITION TITLE:** **TEMPORARY Telephone Operator**

**OPEN TO:** **All Interested Candidates**

**GRADE LEVEL:** **FSN-04, FP-AA\* (FULL PERFORMANCE LEVEL)**

**WORK HOURS:** **Full Time, 40 hours per week**

**POSITION TYPE:** **TEMPORARY (NOT TO EXCEED 1 YEAR)**  
**Approximate length of service – 3 months**

**OFFICE LOCATION:** **Information Resource Management**

**OPENING DATE:** **Immediate**

**DEADLINE:** **December 20, 2010 at 6 P.M. Kyiv Time**

*\*FP-AA is subject for confirmation with Washington.*

**IMPORTANT NOTE:** ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION AND ARE REQUESTED TO ATTACH COPY OF THEIR **RESIDENCY PERMIT** TO THE APPLICATION.

### **BASIC FUNCTION OF POSITION:**

Serves as a telephone operator at the American Embassy Kyiv, Ukraine. Is responsible for the day-to-day operations of the telephone office.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

Responsible for the day-to-day operations of the telephone office: **100%**

- Operating a console telephone switchboard to place and receive the telephone calls to and from U.S. Mission, over both government leased and commercial telephone lines, or IVG.
- Providing routing and general information to callers, assisting them in locating the correct Section or employee using directories, organizational listing, duty rosters, or other materials. Solicits information from caller about the nature of the call in order to refer and route the caller to the most appropriate office, section or agency. Selects and connects to appropriate Mission resource based on requirements described by caller.
- Serving as an information interpreter on technical and non-technical calls upon request.
- Operating the International Voice Gateway.
- Maintaining the telephone listing database in the Telephone Directory.
- Transmitting, receiving and distributing Official Embassy Facsimiles.
- Maintaining records of long distance calls placed, preparing the telephone bills.
- Operating a threat recording machine and making judgment decisions on use of same.

### **REQUIRED QUALIFICATIONS:**

#### **EDUCATION:**

- Completion of secondary school is required.

#### **WORK EXPERIENCE:**

- 2 years of telephone operating experience or closely related customer-service experience is required.

#### **LANGUAGE:**

- Level 4: Fluency in English, Ukrainian and Russian is required.

#### KNOWLEDGE:

➤ Having a good working knowledge of Mission, Sections, Agency policies and procedures. Providing routing and general information to callers, assisting them in location the correct Section or employee using directories, organizational listings, duty rosters, or others materials. Solicits information from callers about the nature of the call in order to refer and route the caller to the most appropriate office, section or agency.

#### SKILLS AND ABILITIES:

➤ Possessing the ability in dealing with a dual language society, fluency in three languages to ensure proper communications with the U.S. Mission and the host country.

#### APPLICATION AND SELECTION PROCESS:

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a mandatory application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 and submit it to the Embassy Human Resources Office **by COB December 20, 2010**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

**Universal Application for Employment (DS-174) can be filled out electronically, but still must be printed, signed and emailed to: [KyivHR@state.gov](mailto:KyivHR@state.gov) or faxed to: [490-40-85](tel:490-40-85).**

**Note:** Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment.

#### ADDITIONAL SELECTION CRITERIA:

! Current employees serving a *probationary period* are not eligible to apply for this position.

! US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.

! US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.

! U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.

! Only those applicants who are selected for the interviews will be contacted.

## **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED:

FBlaise-IMO (by e-mail)

DMercadante – FMO (by e-mail)